

# D'Von Angelle

Lewisville, TX 75067

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prioritizing tasks and carrying out fast-paced work to meet team goals.

Strong understanding of OSHA standards and optimal safety guidelines.

Eager to contribute value through an exceptional work ethic and ability to quickly learn new skills.

Authorized to work in the US for any employer

## Work Experience

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### **Warehouse Worker**

MSI International - Austin, TX

June 2019 to Present

Managed product staging to efficiently transfer items between receiving, storage and shipping locations

Labeled and accurately moved customer orders to meet shipment timetables and minimize errors

Transferred inventory to and from target destinations using forklifts and other transportation vehicles

Shipped material and performed boxing, packing, labeling and preparation of any related documents

Performed inventory control, such as counting and stocking merchandise

Shipped orders Freight, UPS, SEFL etc BOLs & LTLs

Directed warehouse team in stocking merchandise, pulling orders and setting up loads

Prepared shipments for postage through careful packing, sealing and labeling of materials

Operated lift and hand trucks to transfer materials to and from target areas

Prepared and processed shipping documents, including work and shipping orders, route materials and bills of lading

Determined best shipping method for materials, considering shipping procedures, routes and rates

### **Warehouse Picker/Customer Service Supervisor**

Living Spaces Furniture - Pflugerville, TX

June 2018 to June 2019

Used hand-held devices and computers to record and monitor inventory levels and completed audits to uncover and address inaccuracies

Evaluated supplies and product inventory to check for quality and quantity issues and returned unacceptable materials to vendors to obtain replacements or refunds

Inspected ingoing and outgoing shipments to verify accuracy and prevent errors

Reduced fulfillment errors by using RF scanners to quickly pick items to proper bins

Trained personnel in cherry picker operation including safe bucket operation, operation in hazardous environments and safety tethers

Operated multiple types of cherry picker equipment in utility maintenance environments with zero safety incidents

Coordinated with internal departments to maximize operational efficiency across production and administrative areas

Monitored employee performance and safety, conducting retraining to correct problems and optimize productivity

Identified and corrected performance and personnel issues negatively impacting team and business operations

Conducted training needs assessments and provided ongoing training for staff

### **Construction Laborer**

Diversified Constructors Inc - Pflugerville, TX

January 2018 to June 2018

Operated 8K reach forklift and sit down machines to safely move steel beams and heavy metal materials. Boosted team efficiency and project requirements by correctly operating site equipment.

Gathered and disposed of work site debris to remove safety hazards and boost team productivity.

Used radios and hand signals to coordinate communication between machine operators and ground workers.

Brought materials and tools from trucks and storage facilities to work site locations and organized for expected needs.

Used required tools to complete jobs, including hammers, saws, squares, levels and fastening devices.

Interpreted job site supervisor's orders and technical documentation to complete accurate work.

Interacted daily with various project managers, subcontractors and municipal inspectors to complete construction projects.

### **Call Center Agent**

All Web Leads Inc - Austin, TX

June 2017 to January 2018

Determined financial needs by assessing existing coverage and aligning new products and services with long-term goals

Displayed consistent, positive attitude towards customers, peers and other personnel, even during high-stress situations

Adhered to company policies and scripts to consistently achieve call-time and quality standards

Maintained accurate and current customer account data with manual forms processing and digital information updates

Documented and detailed calls and complaints using call center's CRM database

### **Front Line Worker**

Rosa's Cafe - Round Rock, TX

May 2017 to January 2018

Prepared items for salad bar and cold food areas, restocked ice and checked item temperatures.

Assisted cashiers with processing customer payments and documenting orders.

Maintained adequate levels of condiments and well-stocked drink stations to keep service flowing smoothly.

Collected trash, wiped up spills and removed trays to maintain fresh and clean customer areas.

Prepared identical dishes numerous times daily with consistent care, attention to detail and quality.

Contributed to consistent customer satisfaction rating by producing high-quality food and providing timely service.

Scraped, washed and efficiently restocked dishware, utensils and glassware to keep kitchen ready for customer demands.

Worked with chemicals such as detergent, rinse agents and sanitizers to protect customer health.

## **Overnight Stocker**

Walmart - Round Rock, TX

December 2016 to May 2017

Unboxed product and placed on shelves according to layout and planogram guidelines.  
Readied items for sales floor stocking by affixing tags and preparing pallets.  
Used dollies and pallet jacks to unload and organize merchandise from delivery trucks.  
Realigned merchandise throughout assigned section to give shelves and racks professional appeal.  
Removed all boxes and related trash from sales floor and processed through compactors.  
Unloaded arriving product stock and moved to store display areas.  
Helped customers complete purchases by moving heavy items, collecting payments and bagging purchases.

## **Cashier Specialist**

Speedy Stop Foods LLC

May 2016 to December 2016

Rock, TX

Processed POS transactions, including checks, cash and credit purchases or refunds.  
Checked identification for proof-of-age and refusing alcohol and tobacco sales to underage customers.  
Counted cash in register drawer at beginning and end of shift.  
Checked prices for customers and processed items sold by scanning barcodes.  
Restocked, arranged and organized merchandise in front lanes to drive product sales.  
Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.  
Used cash registers and POS systems to request and record customer orders and compute bills.  
Replenished sales floor merchandise and organized shelves, racks and bins for optimal appearance.

## **Call Center Agent**

Hoot Communications - Austin

April 2015 to February 2016

TX

Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.  
Maintained accurate and current customer account data with manual forms processing and digital information updates.  
Educated customers on product and service details and information.  
Adhered to company policies and scripts to consistently achieve call-time and quality standards.  
Contributed to company achieving and holding industry-leading customer service ratings.  
Enhanced productivity by staying on top of call scripts and maintaining control over direction of conversations.  
Conferred with customers about concerns with products or services to resolve problems and drive sales.

## **Lead Busser**

TopGolf - Austin, TX

March 2015 to February 2016

Quickly and clearly communicated dining orders to kitchen staff, directing attention to special requests or dietary restrictions.  
Resolved guest and employee complaints to maintain complete customer satisfaction and workforce effectiveness.

Monitored patrons for alcohol intake to appropriate levels and took measures to curtail inappropriate behavior.

Provided guests with above-and-beyond service, including making outside venue reservations and setting up tours.

Promoted local entertainment and sporting events and offered details to assist patrons.

Greeted guests at front desk and engaged in pleasant conversations while managing check-in process.

Ran reports detailing daily actions, including guest numbers, accounting expenses and income and room service usage.

## **Fry Cook**

Whataburger Restaurants LLC

September 2013 to March 2015

Rock, TX

Operated fryers and grills by pouring oil and placing food items on surface to fry or grill.

Cleaned counters, food preparation areas and equipment with sanitizing spray to reduce risk of cross-contamination.

Operated large-volume cooking equipment such as grills, deep-fat fryers or griddles.

Cleaned and maintained fryers and grills to keep appliances in working condition.

Read food order slips or received verbal instructions to properly prepare and cook food.

Stayed informed of daily menu to help coordinate cooking times.

Maintained well-stocked stations with supplies and spices for maximum productivity.

Operated deep fryer and griddle to cook and prepare meals at fast rate.

Checked completed orders for accuracy and bagged meals for easy carrying.

Processed payments and counted change to complete transactions.

Processed POS transactions, including checks, cash and credit purchases or refunds.

Mentored new team members on POS system operation, customer service strategies and sales goals.

## Education

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### **High School Diploma**

Stony Point High School - Round Rock, TX

May 2014

## Skills

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- SKILLS
- Forklift operations
- LTL knowledge
- Shipping and receiving
- Certified pallet jack operator
- Assembly and production
- Computer-savvy
- Order picking and processing
- Warehouse and fulfillment
- Logistics

- Quality management systems
- Warehouse management
- knowledge systems
- Proficient in MS Office
- Current Forklift Certification
- Warehousing functions
- Warehouse and manufacturing
- Customer-oriented operations
- Forklift Certified